GroupWise Messenger 18
Installation Guide

November 2017

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About This Guide

This *GroupWise Messenger 18 Installation Guide* helps you install a new GroupWise Messenger system. The guide is intended for network administrators who install and administer Messenger and is divided into the following sections:

- Chapter 1, “What Is GroupWise Messenger?,” on page 7
- Chapter 2, “GroupWise Messenger Hardware and Software Requirements,” on page 9
- Chapter 3, “Installing a GroupWise Messenger System,” on page 13
- Chapter 5, “Installing the Messenger Client,” on page 27
- Chapter 5, “Updates,” on page 21

Audience

This guide is intended for GroupWise Messenger administrators.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the **comment on this topic** feature at the bottom of each page of the online documentation, or go to www.novell.com/documentation/feedback.html and enter your comments there.

Documentation Updates

For the most recent version of the *Messenger 18 Installation Guide*, visit the GroupWise Messenger 18 documentation website (http://www.novell.com/documentation/novell_messenger30)

Additional Documentation

For additional Messenger documentation, see the GroupWise Messenger 18 documentation website (http://www.novell.com/documentation/novell_messenger30).

1 What Is GroupWise Messenger?

GroupWise Messenger is a corporate, cross-platform instant messaging product. Your Messenger system can be set up on Linux.

Messenger features include the following:

- Sending instant messages in a secure environment (user authentication through GroupWise, eDirectory, or Active Directory and SSL encryption of messages)
- Creating a contact list and displaying user information from the contact list
- Displaying user presence (online, busy, away, idle, and so on)
- Blocking others from seeing your presence
- Creating custom statuses to define your presence
- Participating in multi-user conversations
- Saving personal conversations
- Creating and searching a corporate-level conversation archive
- Broadcasts
- Personal history
- Chat rooms

A Messenger system consists of three software components: Messaging Agent, Archive Agent, and Messenger administration through GroupWise. This *Messenger 18 Installation Guide* lists system requirements, helps you plan and install your Messenger system, and describes the easiest way to distribute the GroupWise Messenger client software to users. The *GroupWise Messenger 18 Administration Guide* describes your Messenger system in detail and helps you configure and manage your Messenger system to meet your users' needs.

2 GroupWise Messenger Hardware and Software Requirements

- "Messenger System Requirements" on page 9
- "Messenger Client Workstation Requirements" on page 10
- "Supported Environments" on page 10

Messenger System Requirements

Before installing Messenger, ensure that your system meets the following requirements:

- "GroupWise Requirements" on page 9
- "Messenger Server Requirements" on page 9
- "Installation User Rights Requirements" on page 9

GroupWise Requirements

GroupWise Messenger 18 administration is done through GroupWise 18. You must have a GroupWise 18 system installed with at least one Domain and at least one Post office before installing Messenger 18. For more information on installing GroupWise 18, see the *GroupWise 18 Installation Guide*.

Messenger Server Requirements

- ❒ Any of the following operating systems:
  - Micro Focus Open Enterprise Server (OES) 2018, plus the latest Support Pack
  - SUSE Linux Enterprise Server (SLES) 12, plus the latest Support Pack
- ❒ Adequate server memory as required by the operating system

IMPORTANT: The glibc-32bit rpm is required before installing the Messsenger 18 rpms. Some versions of SLES do not have this rpm installed by default. If your server does not have this rpm installed, please do so before attempting to install the Messenger rpms.

Installation User Rights Requirements

You must have the following rights when you run the Messenger Installation program:

- Root rights to the server where the Messenger agents will be installed

Messenger Client Workstation Requirements

- "Windows Client" on page 10
- "Linux Client" on page 10
- "Mac Client" on page 10
- "Mobile Clients" on page 10

Windows Client

Any of the following desktop operating systems for the GroupWise Messenger Windows client:

- Windows 7
- Windows 8 and 8.1
- Windows 10

Linux Client

- SUSE Linux

Mac Client

Any of the following desktop operating systems:

- Mac OS 10.10 (Yosemite)
- Mac OS 10.11 (El Capitan)
- Mac OS 10.12 (Sierra)

Mobile Clients

Native applications for GroupWise Messenger are available for mobile devices with the following operating systems:

- iOS 8 or later (available from the Apple iTunes App Store)
- Android 2.3 or later (available from the Google Play App Store, formerly Android Market)
- BlackBerry PlayBook and Z10 (the native application is available in the BlackBerry World app store)

Applications work on both phone and tablet devices.

For more information about using Messenger on your mobile device, see "Using Novell Messenger on Your Mobile Device" in the *GroupWise Messenger 18 Client User Guide*.

Supported Environments

- "IPV6 Support" on page 11
- "Clustering Support" on page 11

IPV6 Support

The Messaging Agent and Archive Agent support the IPv6 protocol. If you configure your Messenger system with IPv6, you must specify a DNS hostname as well.

Clustering Support

You can set up your Messenger system in many different clustering environments, as described in the GroupWise 18 Interoperability Guide.

If you are using one of these clustering environments, follow the installation instructions in the GroupWise 18 Interoperability Guide, rather than the installation instructions in this guide.

3 Installing a GroupWise Messenger System

The following sections present the background information and installation instructions you need to successfully implement your GroupWise Messenger system.

- "Planning Your GroupWise Messenger System" on page 13
- "Installing and Setting Up Your GroupWise Messenger System" on page 16
- "Monitoring GroupWise Messenger with GroupWise Monitor" on page 17
- "What's Next" on page 17
- "GroupWise Messenger Worksheet" on page 18

Planning Your GroupWise Messenger System

The Messenger Installation program helps you install and set up your Messenger system. The Installation program also provides information to guide you through the process.

Review the following sections while filling out "GroupWise Messenger Worksheet" on page 18. The worksheet lists the information you are prompted for as you run the Installation program.

- "Planning the Messenger Agent Configuration" on page 13
- "Planning the Messenger Database Configuration" on page 15
- "Planning the MARS Configuration" on page 15

Planning the Messenger Agent Configuration

Your GroupWise Messenger system can include two agents:

- **Messaging Agent:** The Messenger client communicates with the database for messaging, presence, and searching for users to add to the Messenger Contact List. The Messaging Agent also manages the queue for archiving conversations.
- **Archive Agent:** The Archive Agent archives conversations, indexes conversations, and performs searches on the archive when contacted by an authorized Messenger user. You can disable archiving, but it must be done after the install and configuration.

The following sections prepare you to supply the information required when installing the Messenger agents:

- "Clustering Option for the Messenger Agents" on page 14
- "System Objects" on page 14
- "Agent Network Address" on page 14
- "SSL for Agents and Database" on page 15
- "System User for Messenger Services" on page 15

Clustering Option for the Messenger Agents

Novell Cluster Services is a server clustering system that ensures high availability and manageability of critical network resources, including applications (such as the Messaging Agent and the Archive Agent) and volumes (where the Messenger queues and archive reside). Novell Cluster Services supports failover, failback, and migration of individually managed cluster resources. Novell Cluster Services is only available for OES Linux.

The Messenger agents can be configured to take advantage of the fault-tolerant environment provided by Novell Cluster Services. The installation program adds a /cluster switch to the Messenger agent startup files. This tells the Messenger agents to use the cluster virtual server name.

In addition to Novell Cluster Services, Messenger also supports PolyServe and Heartbeat clusters.

WORKSHEET

Under "Installing to a cluster" on page 18, mark whether you want to configure the Messenger agents for clustering.

For more information on clustering Messenger, see the GroupWise 18 Interoperability Guide.

System Objects

The system objects are used in the database to designate the Messenger system and the Messenger server. The default values for these are `MessengerService` and the name of your server. If you want the objects to have different names, you can specify them during the install.

WORKSHEET

Under "Messenger System Objects" on page 18, specify the Messenger system and server object names if you don't want to use the default.

Agent Network Address

The Messenger Installation program obtains the IP address and DNS hostname of the server where you want to install the Messenger agents based on the agent software location you provide. If the server has multiple IP addresses and DNS hostnames associated with it, you can specify different information from what the Installation program obtained automatically. You can also have the services bind to that IP address if you desire.

If you are using IPV6 for your Messenger agents, you must use the DNS hostname instead of the IP address for the agents.

WORKSHEET

Under "Agents IP address" on page 18, list the IP address or DNS hostname of the server where you want to install the Messenger agents. Also specify if you want to bind the agents to that address.

SSL for Agents and Database

The agents and the database are configured with the same certificates. You can use your own certificates for the server or you can have Messenger configure the certificates. If you decide to have Messenger configure your certificates, you need to specify the DNS name or IP address that you want used for the certificate.

When using external certificates, you need to have the certificates on the Messenger server and point to them during the install. If your external certificates are self-signed, then you need to enable weak certificates during the install for them to work or the agents and database won't run.

WORKSHEET

Under "Security Configuration" on page 18, specify if you are using internal or external certificates. If you are using external, specify the path to the certificate files. If you are using external self-signed certificates, than weak certificates needs to be enabled. If you are using internal certificates, specify the DNS name or IP address you want to be used for the certificate.

Under "Server Certificate path" on page 18, specify the path to store the SSL certs if you don't want to use the default.

System User for Messenger Services

Messenger requires a system user for the services. The install can create the user for you, or you can create a user manually. The default user is `nvlmsgr`.

WORKSHEET

Under "System user for Messenger service" on page 19, specify a user for the Messenger agents if you don't want to use the default. If the user does not exist, the install can create the user.

Planning the Messenger Database Configuration

The Messenger database stores all of the Messenger objects. When you install Messenger, you are prompted for a database password and port. The database password is only created once and cannot be changed after the install. Do not lose the database password. The default port is `8320`.

WORKSHEET

Under "Database password" on page 19, specify the password to by used by the database.

IMPORTANT: This password cannot be recovered or changed after the install, so do not lose the password.

Under "Database Port <8320>" on page 19, specify the port for the database to use if you don't want to use the default.

Planning the MARS Configuration

MARS is the Messenger Admin Rest Service. The user name, password, and port specified here are used by GroupWise to connect to and manage Messenger. The default user name is `GWAdmin`. The default port is `8315`.

WORKSHEET

Under “MARS Configuration” on page 19, specify the user name, password, and port if you do not want to use the default user name and port. You must specify a password.

Installing and Setting Up Your GroupWise Messenger System

You should have already reviewed “Planning Your GroupWise Messenger System” on page 13 and filled out the worksheet. The following sections guide you through the installation process:

- “Installation Prerequisites” on page 16
- “Installing and Setting Up Messenger” on page 16

Installation Prerequisites

Before starting the Messenger Installation program, ensure that your system has been prepared for the Messenger system configuration for which you have planned. In addition to this list, ensure that the server requirements have been met.

Installing and Setting Up Messenger

- “Starting the Messenger Installation Program” on page 16
- “Configuring Your Messenger System” on page 16
- “Starting the Messenger Agents” on page 17

Starting the Messenger Installation Program

- ❒ Download the GroupWise Messenger 18 tar file and extract the files.
- ❒ In a terminal, become `root` by entering `su` and the root password.
- ❒ Browse to the `server` directory in the previously extracted directory.
- ❒ Run the following command:

```
./install.sh
```

- ❒ Follow the prompts to install the Messenger files.
- ❒ Continue with “Configuring Your Messenger System” on page 16.

Configuring Your Messenger System

- ❒ After the packages are installed, enter `y` to configure the Messenger system.
- ❒ Select **Create or update a system**.
- ❒ Use the “GroupWise Messenger Worksheet” on page 18 and follow the prompts to configure Messenger.

Starting the Messenger Agents

To start the agents manually, use `systemctl`:

1. At the Linux server, become root by entering `su` and the root password.
2. To start the Messaging Agent, enter the following command:

   `systemctl start gwm-nmma.service`
3. To start the Archive Agent, enter the following command:

   `systemctl start gwm-nmaa.service`

   You can also use the stop, restart, and status options for these agents using the same command.

   Messenger agent log files are created in the `/var/opt/novell/log/messenger` directory. The Messenger agents can be monitored by using the agent web consoles from your browser, as described in "Using the Messaging Agent Web Console" in the *GroupWise Messenger 18 Administration Guide*.

   For additional agent startup alternatives, see "Starting the Messaging Agent" and "Starting the Archive Agent" in the *GroupWise Messenger 18 Administration Guide*.
4. Skip to "What's Next" on page 17.

Monitoring GroupWise Messenger with GroupWise Monitor

Novell GroupWise Monitor is a monitoring and management tool that allows you to monitor GroupWise agents and GroupWise Messenger agents from any location where you are connected to the Internet and have access to a browser. Some agent administration can also be performed from your browser. For information on how to install and configure GroupWise Monitor, see "Planning GroupWise Monitor" in the *GroupWise 18 Installation Guide*.

What's Next

After you have created your Messenger system and installed the Messenger software, you are ready to continue with the following configuration and administration tasks that are covered in the *GroupWise Messenger 18 Administration Guide*:

- Set up corporate-level conversation archiving. See "Enabling and Managing Archiving."
- Customize the functionality of the GroupWise Messenger client. See "Setting User Policies".
- Decide how to most efficiently distribute the GroupWise Messenger client software to users. See "Distributing the Messenger Client Software".

GroupWise Messenger Worksheet

The GroupWise Messenger Installation program helps you create your Messenger system and install the Messenger software. The Installation program prompts you for the information in the worksheet. Print the worksheet and fill in the information for your Messenger system before you start the Messenger Installation program.

Item	Explanation	Value
Installing to a cluster	Specify if you are installing in a cluster and the cluster settings. See "Clustering Option for the Messenger Agents" on page 14.	
Messenger System Objects ◆ MessengerService ◆ *server_name*	Specify the Messenger and Server object names that are used in the database. See "System Objects" on page 14	
Agents IP address Bind(Y/N)	Specify the IP address of the local machine and if you want the agents to bind to the IP address. See "Agent Network Address" on page 14	
Security Configuration ◆ Internal or External Certificate? ◆ Internal: Hostname or IP address for certificate: ◆ External: Certificate file: Key file: Key password: Allow self-signed certs:	Choose whether you are going to use internal or external certificates for Messenger. If external, specify the certificate file, key file, key password, and if you are using self-signed or weak certificates. See "SSL for Agents and Database" on page 15	
Server Certificate path	Specify the path where you want certificates to be stored on the server. The default is /opt/novell/messenger/certs. See "SSL for Agents and Database" on page 15	

Item	Explanation	Value
Database password	The default username for the database is messenger. Please create a password for this user. See “Planning the Messenger Database Configuration” on page 15	
Database Port <8320>	Specify the port you want the database service to use. See “Planning the Messenger Database Configuration” on page 15	
MARS Configuration ◆ Username: <GWAdmin> ◆ Password: ◆ Port: <8315>	Specify the username,password, and port used by GroupWise to connect to Messenger See “Planning the MARS Configuration” on page 15	
System user for Messenger service	Specify a user for the Messenger agents to use. See “System User for Messenger Services” on page 15	

4 Migration

This section is designed for those who are migrating from Novell Messenger 3.0 or earlier to GroupWise Messenger 18.

- “Planning Your GroupWise Messenger System” on page 21
- “Migrating Your GroupWise Messenger System” on page 24
- “GroupWise Messenger Worksheet” on page 25

Planning Your GroupWise Messenger System

The Messenger Installation program helps you install and set up your Messenger system. The Installation program also provides information to guide you through the process.

Review the following sections while filling out “GroupWise Messenger Worksheet” on page 18. The worksheet lists the information you are prompted for as you run the Installation program.

- “Planning the Messenger Agent Migration” on page 21
- “Planning the Messenger Database Configuration” on page 23
- “Planning the MARS Configuration” on page 23

Planning the Messenger Agent Migration

The following sections prepare you to supply the information required when migrating Messenger:

- “Clustering Option for the Messenger Agents” on page 21
- “Old Messenger System Information” on page 22
- “Agent Network Address” on page 22
- “SSL for Agents and Database” on page 23

Clustering Option for the Messenger Agents

Novell Cluster Services is a server clustering system that ensures high availability and manageability of critical network resources, including applications (such as the Messaging Agent and the Archive Agent) and volumes (where the Messenger queues and archive reside). Novell Cluster Services supports failover, failback, and migration of individually managed cluster resources. Novell Cluster Services is only available for OES Linux.

The Messenger agents can be configured to take advantage of the fault-tolerant environment provided by Novell Cluster Services. The installation program adds a /cluster switch to the Messenger agent startup files. This tells the Messenger agents to use the cluster virtual server name.

In addition to Novell Cluster Services, Messenger also supports PolyServe and Heartbeat clusters.

WORKSHEET

Under “Installing to a cluster” on page 25, mark whether you want to configure the Messenger agents for clustering.

For more information on clustering Messenger, see the GroupWise 18 Interoperability Guide.

Old Messenger System Information

The Messenger migration connects to your old Messenger system to migrate the objects stored in eDirectory to the new database. You need to know the following information about your old Messenger system so the migration can migrate your users and configuration:

- IP address eDirectory server where your Messenger system is stored.
- Port number used by the eDirectory server.
- If your eDirectory LDAP server is using SSL, you need a copy of the Trusted Root certificate so the migration can connect to the LDAP server. You can use iManager to export the Trusted Root certificate using the steps found in Exporting a Trusted Root or Public Key Certificate.
- The Directory Name of your Messenger system in eDirectory. This is the main directory in eDirectory where the Messenger objects are stored. You need the full path to the Messenger system. An example of the Messenger Directory Name is as follows:

  ```
  ou=messenger,o=novell
  ```

- A username and password of a user that has rights to read all the objects in the Messenger system and has read rights to the Messenger users.

WORKSHEET

Under “Messenger System Objects” on page 18, specify the LDAP server, if you are using SSL, port, root SSL certificate, DN for Messenger system, and user DN and password to connect to old Messenger system.

Agent Network Address

The Messenger Installation program obtains the IP address and DNS hostname of the server where you want to install the Messenger agents based on the agent software location you provide. If the server has multiple IP addresses and DNS hostnames associated with it, you can specify different information from what the installation program obtained automatically. You can also have the services bind to that IP address if you desire.

If you are using IPV6 for your Messenger agents, you must use the DNS hostname instead of the IP address for the agents.

WORKSHEET

Under “Agents IP address” on page 26, list the IP address or DNS hostname of the server where you want to install the Messenger agents. Also specify if you want to bind the agents to that address.

SSL for Agents and Database

The agents and the database are configured with the same certificates. You can use your own certificates for the server or you can have Messenger configure the certificates. If you decide to have Messenger configure your certificates, you need to specify the DNS name or IP address that you want used for the certificate.

When using external certificates, you need to have the certificates on the Messenger server and point to them during the migration. If your external certificates are self-signed, then you need to enable weak certificates during the migration for them to work or the agents and database won't run.

WORKSHEET

Under "Security Configuration:" on page 26, specify if you are using internal or external certificates. If you are using external, specify the path to the certificate files. If you are using external self-signed certificates, than weak certificates needs to be enabled. If you are using internal certificates, specify the DNS name or IP address you want to be used for the certificate.

Under "Server Certificate path" on page 26, specify the path to store the SSL certs if you don't want to use the default.

Planning the Messenger Database Configuration

The Messenger database stores all of the Messenger objects. When you install Messenger, you are prompted for a database password and port. The database password is only created once and cannot be changed after the install. Do not lose the database password. The default port is `8320`.

WORKSHEET

Under "Database password" on page 26, specify the password to by used by the database.

IMPORTANT: This password cannot be recovered or changed after the install, so do not lose the password.

Under "Database Port" on page 26, specify the port for the database to use if you don't want to use the default.

Planning the MARS Configuration

MARS is the Messenger Admin Rest Service. The user name, password, and port specified here are used by GroupWise to connect to and manage Messenger. The default user name is `GWAdmin`. The default port is `8315`.

WORKSHEET

Under "MARS Configuration" on page 26, specify the user name, password, and port if you do not want to use the default user name and port. You must specify a password.

Migrating Your GroupWise Messenger System

You should have already reviewed "Planning Your GroupWise Messenger System" on page 13 and filled out the worksheet. The following sections guide you through the installation process:

- "Migration Prerequisites" on page 24
- "Migrating Messenger" on page 24
- "Migrating the Archive" on page 25

IMPORTANT: Migrating your Messenger System does not move your archive data. You must follow the steps found in "Migrating the Archive" on page 25 after you have run the migration to move the archive to your new server.

Migration Prerequisites

Before starting the Messenger Installation program, ensure that your system has been prepared for the Messenger system configuration for which you have planned. In addition to this list, ensure that the server requirements have been met.

Migrating Messenger

- "Starting the Messenger Installation Program" on page 24
- "Configuring Your Messenger System" on page 24

Starting the Messenger Installation Program

NOTE: If you are migrating from an old Messenger server to a new Messenger server and have archive data, you must move it manually if you want to keep the archive data in your new Messenger system. Follow the steps in Migrating the Archive before running

---

- ❒ Download the GroupWise Messenger 18 tar file and extract the files.
- ❒ In a terminal, become `root` by entering `su` and the root password.
- ❒ Browse to the `server` directory in the previously extracted directory.
- ❒ Run the following command:

```
./install.sh
```

- ❒ Follow the prompts to install the Messenger files.
- ❒ Continue with "Configuring Your Messenger System" on page 16.

Configuring Your Messenger System

- ❒ After the packages are installed, enter `y` to configure the Messenger system.
- ❒ Select **Migrate a 3.x or earlier system**.
- ❒ Use the "GroupWise Messenger Worksheet" on page 18 and follow the prompts to configure Messenger.

Migrating the Archive

If you want to keep your archive data, you can move the archive to the new server after the migration is complete. The default location for the archive on Linux is `/var/opt/novell/messenger/aa/store`. The default location for the archive on Windows is `\novell\nm\aa\store`. You need to know the location of the `store` directory on your old Messenger server and your new Messenger server to move the archive.

NOTE: Make sure that you preserve the case of the file names when you copy them over so the archive works properly.

To move the archive data:

- ❒ Stop the Archive Agent on both the new and old Messenger servers.
- ❒ Copy the files from the `store` directory from your old server to the `store` directory on your new server.
- ❒ Start the Archive Agent.

GroupWise Messenger Worksheet

The GroupWise Messenger Installation program helps you migrate your Messenger system and install the Messenger software. The Installation program prompts you for the information in the worksheet. Print the worksheet and fill in the information for your Messenger system before you start the Messenger Installation program.

Item	Explanation	Value
Installing to a cluster	Specify if you are installing in a cluster and the cluster settings. See "Clustering Option for the Messenger Agents" on page 14.	
Old Messenger System: ◆ LDAP server address: ◆ SSL for LDAP (y/n): ◆ LDAP port: ◆ LDAP SSL certificate: ◆ Old Messenger service DN: ◆ User and password to connect to old Messenger system:	Specify the information used to connect to your old Messenger system. See "Old Messenger System Information" on page 22	

Item	Explanation	Value
Agents IP address Bind (Y/N)	Specify the IP address of the local server and if you want the agent to bind to that address. See “Agent Network Address” on page 22	
Security Configuration: ◆ Internal or External Certificate? ◆ Internal: Hostname or IP address for certificate: ◆ External: Certificate file: Key file: Key password: Allow self-signed certs:	Choose whether you are going to use internal or external certificates for Messenger. If external, specify the certificate file, key file, key password, and if you are using self-signed or weak certificates. See “SSL for Agents and Database” on page 23	
Server Certificate path	Specify the path where you want certificates to be stored on the server. The default is /opt/novell/messenger/certs. See “SSL for Agents and Database” on page 23	
Database password	The default username for the database is messenger. Please create a password for this user. See “Planning the Messenger Database Configuration” on page 23	
Database Port	Specify the port you want the database service to use. See “Planning the Messenger Database Configuration” on page 23	
MARS Configuration ◆ Username: <GWAdmin> ◆ Password: ◆ Port: <8315>	Specify the username,password, and port used by GroupWise to connect to Messenger See “Planning the MARS Configuration” on page 23	

5 Installing the Messenger Client

The GroupWise Messenger client can be easily installed from the Messenger client download page. After installation, it is easy to start the Messenger client from your desktop. Administrators can employ more automated installation methods if necessary.

- "Downloading and Installing the Messenger Client from Your Web Browser" on page 27
- "Starting the Messenger Client" on page 27
- "Additional Client Installation Methods" on page 28

Downloading and Installing the Messenger Client from Your Web Browser

After you create your Messenger system, you can use the GroupWise Messenger Download page to install the Messenger client software.

1 Ensure you have installed the Messenger system. See "Installing and Setting Up Your GroupWise Messenger System" on page 16.

2 Ensure you have started the Messaging Agent.

3 In your browser, enter the IP address of the GroupWise Messenger Download page.

   This is the IP address and port of the Messaging Agent. By default, the Messaging Agent port is 8300. For example, if you installed to a server with an IP address of 172.16.5.18, the GroupWise Messenger download page would be https://172.16.5.18:8300.

4 Follow the instructions to download and install the client.

5 Skip to "Starting the Messenger Client" on page 27.

Starting the Messenger Client

- "For the Windows Client" on page 27
- "For the Linux Cross-Platform Client" on page 28
- "For the Mac Cross-Platform Client" on page 28

For the Windows Client

1 Double-click the Messenger client icon on your Windows desktop.

2 Specify your user name and password, then click **Advanced**.

3 Specify the IP address and port number of your GroupWise Messenger server, then click **OK**.

   If you do not know the IP address or port number for your GroupWise Messenger server, contact your system administrator.

For the Linux Cross-Platform Client

1. Click the GroupWise Messenger icon on your Linux desktop.
2. Specify your user name and password, then click **Advanced**.
3. Specify the IP address and port number of your GroupWise Messenger server, then click **OK**.

   If you do not know the IP address or port number for your GroupWise Messenger server, contact your system administrator.

For the Mac Cross-Platform Client

1. Click the GroupWise Messenger icon on your Mac desktop.
2. Specify your user name and password, then click **Advanced**.
3. Specify the IP address and port number of your GroupWise Messenger server, then click **OK**.

   If you do not know the IP address or port number for your GroupWise Messenger server, contact your system administrator.

Additional Client Installation Methods

Other Messenger client installation methods, which require additional setup and configuration, include the following. These installation methods might not apply to all operating systems.

- "Configuring Your Web Server to Download the Messenger Client"
- "Using ZENworks Configuration Management to Distribute the Messenger Windows Client"

These client installation alternatives are described in "Distributing the Messenger Client Software" in the *GroupWise Messenger 18 Administration Guide*.